



For Consumers and Providers of In-Home Care Services

Spring Issue ~ May 2006

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Home Care Quality Authority
515 15th Avenue
P.O. Box 40940
Olympia, WA 98504
1-866-580-4272

Chair's Corner

By Charles Reed, HCQA Board Chairman



A key goal and responsibility of the Home Care Quality Authority is to assure that those in need of in-home long-term care services have access to high quality caregivers of that service. I am very pleased to report that with the development of Referral and Workforce Centers (RWRCs) across the state, we are well on our way to meeting this important goal. As RWRCs spring up around the state, more and more consumers/employers have the option of using this important resource as the way to find and hire needed providers of service. Potential workers also now have a new way to find consumer/employers who need good workers.

The operation and expansion of RWRCs is a very important step in achieving the HCQA's goal of independence, dignity and choice for all those in need of long-term care service. While implementation of a new service is always difficult and moves slower than one might hope, we are very excited with the progress being made as we begin this new important service around the state. We are pleased that so many consumers/employers and workers have already been matched up using the services of the RWRCs in those places where the service is offered. Also, those using the RWRCs report a high level of satisfaction with the service. When we compare what is happening with this type of service in the other few states around the country who offer such a service, we compare very favorably with our progress thus far. However, we also know that much needs to be done here in Washington to assure that all consumer/employers have quick reliable access to needed providers and that skilled and willing providers can find consumer/employers for whom they want to work.

I have reported in this Newsletter before on my belief that the long-term care service system in the State of Washington is the best in the country. Those of us who live here know, however, that many improvements are still necessary to our long-term care system to assure that everyone in need of long-term care services has viable access to the services they want, in the way they want them. The development of the RWRCs is one more important resource in assuring that those in need of a necessary service to maintain independence and dignity is in place and available.

Continued on Page 2

From Page 1, "Chair's Corner"

The HCQA board and staff look forward in the coming months to working with many of you throughout the state to fully implement the RWRCs. We see this as one more important service to link those needing assistance with high-quality providers of that assistance.

The report that follows in this Newsletter regarding the implementation of the RWRCs will bring you up to date on our progress thus far in this very important effort. The HCQA Board feels that we are off to a great start and look forward to working with all of you around the state to fully implement this important service over the next several months.

From the Director

By Mindy Schaffner, Executive Director

I would like to thank all of you who responded to our request for input into the development of our strategic plan. Strategic planning is an on-going, never-ending process. In public service, there are many interests and views to consider when developing and implementing programs, and we welcome your ideas.



Over the next several months, the HCQA will continue to roll out the operations of Referral and Workforce Resource Centers (RWRCs). The experiences of the first four RWRCs have been extremely valuable and will be used as new sites are developed. The four RWRCs demonstrate four distinctly different models of service delivery, to include the following:

- a local Area Agency on Aging;
- a combination of an Area on Aging and WorkSource Development program;
- a home care agency;
- and a regional Employment Security Department.

Each has demonstrated differing abilities in providing services to consumers of in-home services and their workers. All have demonstrated the importance of local administration and advisory committees can have significant impact on how successful the centers are in their own communities.

Communication and outreach to consumer-employers is an on-going challenge. We are currently exploring new teleconferencing technology that should assist in reaching out and communicating with as many people as possible. We expect this technology will allow more people to participate in HCQA activities and have an active voice for on-going input.

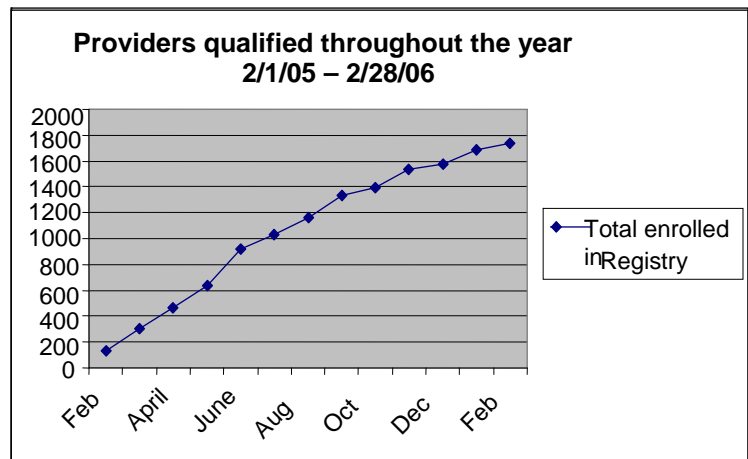
Continued on Page 3

RWRC Operations Successful at Year One

It has been over one year since the first Referral and Workforce Resource Center (RWRC) began operations. Three RWRCs began operations in January 2005, and a fourth site started May, 2005. **How are the centers performing thus far?**

Between February 1, 2005 and February 28, 2006, **2345 individuals** were screened to participate as potential workers on the Referral Registry in the nine county area. Of this number, **1795 were qualified to participate** on the registry.

Continued on next page

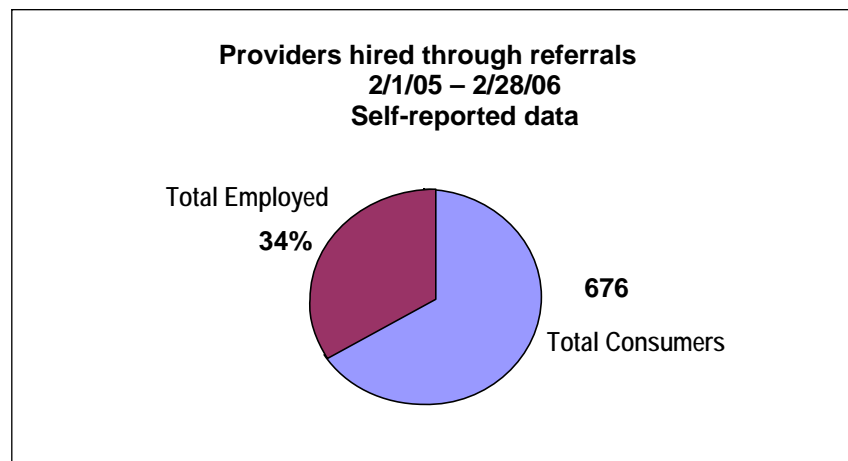


From page 2 , *RWRC Operations Successful*

There were **550 people** who were screened, but did not qualify or participate in the registry. Prospective applicants were not placed on the registry for a variety of reasons including; failed criminal background checks, employment found elsewhere, lack of participation in the enrollment process, or they simply withdrew their names.

During this same time frame, **676 consumer requested referrals** were provided within this nine county area. Consumer-employers select the criteria for matching based on their needs and preferences and the referral registry through a computerized matching process matches consumer-employers to available workers. For each referral request by a consumer, the registry matched consumer-employers to workers 100 percent of the time. Each referral list had an average of seven worker names on the list.

Data on the numbers of prospective workers hired from the registry indicates that about 34 percent of the time a referral is made to a consumer, a worker is hired from the registry. This is self-reported data and potentially is low due to the nature of self-reports. The RWRCs are working on improving the data reported by employers.



Registry Satisfaction:

Registry Coordinators are required to contact all consumer-employers at one and three-month intervals after the consumer-employer has used the referral services. The computerized findings from consumer-employers indicate that:

Current satisfaction with referral registry services rates high (4.7) on a scale of 5 = excellent and 1 = unsatisfactory.

Current consumer-employer satisfaction rates with the individual providers found on the registry was also relatively high (4.4) on a scale of 5 = excellent and 1 = unsatisfactory.

More results on next page...

From Page 2, Director:

In the next biennium, the HCQA will be working through the RWRCs to further develop training and support programs for both consumers of in-home services and their workers. Various consumer-employer forums that the HCQA has conducted in different locations of the state have consistently identified the need for more support to consumers in their role as employers of individual providers.

If you have suggestions or comments, please feel free to contact me at 360-902-8855 or 1-866-580-4272, or at mschaffner@hcqa.wa.gov.

From page 3, *RWRC Operations Successful*

Level of Care:

Consumer-employers who use the referral registry services tend to have higher acuity needs than those who do not use the registry services.

HCS consumer-employer's (who are using the registry) CARE assessment classification indicates that over **62 percent are authorized at or above the Level C** classification.

DDD consumers (who are using the registry) CARE assessment classification indicates that over **68 percent are authorized at or above the Level C** classification.

Cost of operations data:

The total cost of operating the four RWRCs for referral registry services between 2/1/05 and 1/31/06 was **\$494,322**. This includes costs associated with the operation of the after hours call center, and maintenance and upgrades to the referral registry database. The cost per total customer served during this time frame was \$181.00 per person served. Findings from the grant-funded RWRC sites indicate that costs go down over time due to a "building phase" of recruitment of workers and employers.

Benchmark Performance data:

Benchmark indicators include, but are not limited to the following:

1. Data collected in 2003 regarding the **referral registries in the California** counties of Alameda, Santa Clara, San Mateo and Contra Costa identified the following:

An average of 9 percent of total eligible providers were participating on the county registry. (In the nine Washington counties served by RWRCs, 22 percent the total number of individual providers (1738) participated on the Referral Registry).

An average of 17 percent of eligible consumers are using the registry in these California counties. (In the nine Washington counties serviced by RWRCs, 676 of the total number of consumer-employers (4645) or 15 percent use the Referral Registry. In Washington 60 percent of consumers are related to the individual provider and 2 percent self-direct care).
2. The **Centers for Medicare and Medicaid Service's** performance measurement established for the nine counties served by the RWRCs is that there should be **2000 individual providers enrolled on the registry by December 31, 2006**. The four grant sites are well on their way to meeting this goal. *They are at 90 percent of meeting this goal with ten (10) months to go.*
3. The Joint Legislative Audit Committee set a bench of mark of at least 75 percent of consumer-driven referral requests will result in a match. To date, 100 percent of the consumer-driven requests result in a match.
4. The Joint Legislative Audit Committee set a benchmark that at least 30 percent percent of the matches will result in employment by July 2006. As of February 2006, 34 percent of referral matches were resulting in employment of individual providers.

More data will be collected on the RWRCs performance over the course of this next year.

See "*HCQA Focus for RWRCs*" page 9



Visit the HCQA Resource Clearinghouse for more information and topics of interest to Individual Providers and Consumer/Employers!

RWRCs CURRENTLY OPERATING:

SOUTH CENTRAL SERVICE AREA

*Serving Kittitas and Yakima Counties
Operated by: SE Aging and Long Term Care*

SOUTH EAST SERVICE AREA

*Serving Benton, Franklin, Walla Walla,
Columbia, Garfield and Asotin Counties
Operated by : SE Aging and Long Term Care*

PIERCE SERVICE AREA

*Serving Pierce and Kitsap Counties
Operated by: Professional Registry of
Nursing, Inc.*

NORTHWEST SERVICE AREA

*Serving Whatcom, Skagit, Island and
San Juan Counties. Operated by: Sunrise
Services, Inc. - Community Trades and Careers*

SOUTH SOUND SERVICE AREA

*Serving Lewis, Mason and Thurston
Counties. Operated by WorkSource
Thurston County*

SNOHOMISH SERVICE AREA

*Serving Snohomish County.
Operated by: Sunrise Services, Inc.*

NORTHEAST SERVICE AREA

*Serving Ferry Stevens and Pend Orielle
Counties. Operated by Rural Resources
Community Action*

SPOKANE SERVICE AREA

*Serving Spokane and Whitman Counties.
Operated by: Aging & Long Term Care of
Eastern Washington*

RWRC SERVICES COMING SOON TO:

KING SERVICE AREA

Serving King County - June 2006

NORTH CENTRAL SERVICE AREA

*Serving Okanogan, Chelan and Douglas
Counties - June 2006*

EAST CENTRAL SERVICE AREA

*Serving Lincoln, Grant and Adams
Counties - June 2006*

OLYMPIC SERVICE AREA

*Serving Clallam and Jefferson Counties -
June 2006*

PACIFIC SERVICE AREA

*Grays Harbor and Pacific Counties -
August 2006*

SOUTHWEST SERVICE AREA

*Serving Klickitat, Skamania, Clark, Cowlitz
and Wahkiakum Counties - August 2006*

RWRCs Expand Statewide!

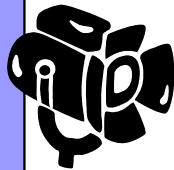
By Lisa Livingston, RWRC Program Manager

A request for proposals to operate Referral and Workforce Resource Centers (RWRCs) in three remaining service areas has been issued by the Home Care Quality Authority. Upon review and approval, this RFP will culminate in RWRCs and Referral Registry services to residents across the entire State!

The RFP was issued on May 8th, 2006 for Olympic (Clallam and Jefferson Counties); Pacific (Grays Harbor and Pacific Counties); and Southwest (Wahkiakum, Cowlitz, Clark, Skamania and Klickitat Counties) are due buy 5:00 p.m. on Friday, June 30th, 2006. All RFP's must sent to the address listed below.

Home Care Quality Authority
Attention: Lisa Livingston, RFP Coordinator
515 15th Avenue S.E.
P.O. Box 40940
Olympia, WA 98504

For more information you may contact Lisa at:
e-mail: llivingston@hcqa.wa.gov
phone: 866-580-4272



Case Manager Spotlight **Access to the Referral Registry** **available for Case Managers**

Case Managers can also use the Registry to find
pre-qualified and screened Individual Providers
for your Clients!

It's as simple as 1...2...3....

- 1** Contact a local RWRC office to request a user name and password and identify the name of the client they are wanting to find a provider for.
- 2** Provide information to the Referral Registry Coordinator about the needs of your client. This information can be gathered via a telephone call.
- 3** Obtain a Referral list from the website or from the Referral Registry Coordinator. A referral list can be generated at the same time you call!

Our Referral and Workforce Resource Center
toll free number is 1-800-970-5456.

For more information about the Referral Registry visit
www.hcqa.wa.gov

*The Referral Registry matches the needs of in-home
consumers with pre-qualified individual providers
using the latest in web-based technology.*

➡ Important HCQA Update!

OUR NEW CONTACT INFORMATION

Mindy Schaffner, Executive Director & CMS Grant
Project Director—(360) 902-8855
mschaffner@hcqa.wa.gov

Sherri Wills-Green, Referral Registry Program
Manager & RWRC Contract Manager
(360) 902-8858
swills-green@hcqa.wa.gov

Jane Wood, Training & Research Manager
(360) 902-8857
jwood@hcqa.wa.gov

Lisa Livingston, RWRC & Communications
Program Manager
(360) 902-8859
llivingston@hcqa.gov

Vicki Payne, Executive Assistant
(360) 902-8856
vpayne@hcqa.wa.gov

New Street Address—515 15th Avenue SE
Mailing Address—P.O. Box 40940
Olympia, WA 98504
Fax: 360-586-0786

HCQA Website Update

By Lisa Livingston, RWRC Program Manager

With quite a bit of determination along with a dose of patience from my co-workers and lots of support from Mindy, the refreshed HCQA website is now available! We have dusted off the original www.hcqa.wa.gov and given it a fresh new coat of paint! The original site was full of great information and was ready to be freshened up. Now that we have the ability to work with the website in-house, we can more readily make adjustments to reflect the needs of our audience.

I invite you to visit the website and take a look around. We are adding new items often so be sure to check back regularly! In addition to Referral Registry access, some new features include:

- Updated Resource Clearinghouse for Individual Providers
- Sign-up Section for E-news and Consumer Alerts
- Content designed specifically for Care Managers

Send in your events, programs and other items of interest to be included on the HCQA website. All submissions are subject to review and approval by HCQA.

Questions, comments? Contact Lisa Livingston at:

Safety News

By Jane Wood, Training & Communications Manager

In seven months (December 31, 2006) thousands of individual providers who have not completed required safety training will face non-payment of their contracts. In order to minimize this impact on field staff, individual providers and consumers, we are devising and implementing an intense marketing strategy to reach out to workers, consumer/employers and case managers. We hope that this will encourage many workers to complete their safety training prior to the December 31 deadline. But we need your ideas--and we especially need your help.

First, we could use some assistance identifying key people within your organization to disseminate information. Examples include any committees, workgroups, task forces, staff groupings (such as case manager distribution lists, regional administrators, etc.). We want to be able to connect with those you identify so that we can keep them updated with any notices, postcards, letters we send out that can then be filtered to field staff.

Second, we would like for you to remind others at every opportunity (meetings, conferences, trainings, newsletters, websites, management bulletins, staff notices, email updates, etc.) that individual providers need to complete safety training by December 31, 2006 and ask that you filter that information out to workers in any way possible.

Any assistance and advice you can provide to help minimize the potential impact to in-home care is greatly appreciated! For more information contact Jane Wood at jwood@hcqa.wa.gov or 360-902-8857.

Event Recognizes Work of Care Providers In Northeast Service Area

By Jamie Zachery, Registry Coordinator - Newport Office

A recognition event for individual providers took place in south Pend Oreille county on April 19, 2006. We had a fantastic turnout, 32 providers came and received their years of service and dedication awards. A potluck-style picnic was hosted as well as a cake for the celebration.

Guest speakers at the Event included: Monte Ray Jones (Adult Protective Services), Laura Smith (Home and Community Services), Sue Huntley (RN ALTCEW), and Doris Dimmitt (Pathways Education). As Dortha Coleman stated, "Care providers are the back bone of the operation. Without you, we would not be able to provide the care that we do."

*"A very special thank you to all who took the time to
recognize our wonderful Providers!"*



Jamie Zachery, presents awards
at April 19th event

Consumer/Employer Supervisory Training Available

We are pleased to announce a new training manual developed specifically for consumers/employers to help build skills in supervising individual providers. *Effective Communication and Supervision* is available now as a self-study manual. In it, consumers can expect to learn about various communication styles, obstacles to listening, effective ways of directing others, and managing conflict through improved communication. *How to Hire and Keep Good Staff*, our first manual in the supervision series, is undergoing minor revision so that we can incorporate video examples of key concepts taught in the self-study course. For more information about consumer/employer supervisory training, contact Jane Wood at 360-902-8857

Peer Mentor Program Rated High by Users

HCQA just completed a preliminary analysis of the peer mentor program by conducting surveys of mentees and mentors and analyzing all contacts made in the past year. Users unanimously appreciate the support they receive from the peer mentor program, and have given strong support for continuing it. Both mentors and mentees made specific recommendations to strengthen the program—many suggested more outreach and marketing. For a full copy of the *Preliminary Analysis of the Peer Mentor Program in Nine Washington Counties*, please contact Jane Wood at 360-902-8857.

About Peer Mentoring

The Peer Mentor Program is intended to bring together a more skilled or experienced individual provider with a lesser-skilled or lesser-experienced one. The more experienced person is called a *mentor*, and the less experienced person is called a *mentee*.

Mentoring occurs when an experienced individual provider helps someone with less knowledge and skill to reflect on their experiences, current practices, outlook and values, and to expand, refine and build new skills.

Peer Mentorship programs for individual providers are available in nine counties (Ferry, Stevens, Pend Oreille, Spokane, Whitman, Snohomish, Lewis, Mason and Thurston Counties). The program is funded through a grant from the Centers for Medicare and Medicaid Services and is administered by the Home Care Quality Authority.

*HCQA is
Committed to
Improving the
Quality of
Long-Term
In-Home Services
and Encouraging
Stability in the
Individual
Provider
Workforce .*

2006 Challenges in Caregiving Conference *Giving Care, Taking Care*

Monday, June 5th at Tukwila Community Center, Tukwila Washington

Do you provide care for an adult with a disability or chronic illness? If so, this conference is for you!

Cost \$25.00 for family and volunteer caregivers. \$50.00 for agency-based caregivers.

Pre-registration is required - call: 360-725-2544.

HCQA Board Welcomes New Member, Jesse Magana

Jesse Magana recently joined the HCQA Board. Jesse lives in Vancouver Washington, and is active on a number of boards and projects. He is a member of ADAPT (American Disabled for Accessible Public Transit), a program that encourages community-based placement as a first option and nursing homes or institutions as a last resort. He is also active in the Latino Community Resource Group, Clark County ADA, and a board member for disAbility Resource Center for Vancouver. Jesse is supportive of the Referral Registry and states that, "Being disabled, sooner or later I may need referral services and support, so I want to be sure the services are in place!"



Jesse Magana



Vicki Payne

HCQA Welcomes New Executive Assistant, Vicki Payne

Vicki recently joined HCQA as Executive Assistant. Most of her career has been in support of information technology management, most recently at the Department of Labor and Industries and a family-owned management consulting business. She is excited to be learning about home providers and the in-home service system. As a native Washingtonian, Vicki has lived most of her life in the Olympia area. When she is not working, she enjoys gardening, quilting, scrap booking, and visiting her son Jason in Spokane and daughter Robin in North Carolina.

Are You Ready?

Just in Case: Emergency Readiness for Older Adults and Caregivers

Although seniors made up only 15 percent of the population of New Orleans before Hurricanes Katrina and Rita, 74 percent of the hurricane victims were older adults. These events served as a grim reminder that older adults are disproportionately at risk in disaster situations, and emergency preparation is an even greater concern for this population.

The **U.S. Administration on Aging's National Family Caregiver Support Program** and **Caresource Healthcare Communications, Inc.** are pleased to announce the new consumer guide *Just in Case: Emergency Readiness for Older Adults and Caregivers*.

Just in Case presents an easy-to-do three step approach to emergency preparedness:

Step 1 focuses on a **handful of essential things** a person should know.

Step 2 covers **emergency supplies, both for surviving at home and for evacuation** if necessary.

Step 3 is creating a **personal plan that takes into account a person's own unique medical and physical needs**.

This **free consumer resource** includes a **12-page fact sheet and checklist** that will help older adults and caregivers prepare for emergencies and is available at the *Aging in Stride* website www.aginginstride.org, or on the Administration on Aging's website www.aoa.gov. Special emphasis is placed on issues that affect **older adults, disabled persons**, and their **caregivers** due to **medical conditions, physical challenges, assistive devices, and mobility issues**.

**You can find more helpful information in the HCQA Resource Clearinghouse.
Visit www.hcqa.wa.gov and click on "Resource Clearinghouse"**

THE HCQA WOULD LIKE TO HEAR FROM YOU

Collective Bargaining Process is Team Effort



During the early days of the Home Care Quality Authority, the agency was the designated state organization that was to serve as the public employer for purposes of collective bargaining with the representative union for individual provider workers. Individual provider workers are people who are employed by consumers of in-home Medicaid services.

In 2005, the legislature put the responsibility for collective bargaining under the same agency in state government that negotiates all union contracts, the Office of Financial Management (OFM), Labor Relations Division. The Home Care Quality Authority's role during collective bargaining then became one of providing consultation to the Governor's Office on issues that were important to consumers of in-home Medicaid services.

In 2006, the legislature required the Governor's designee to consult with the Home Care Quality Authority on all issues for which the union requests to engage in collective bargaining. The Authority was also instructed to work with various advocacy groups to obtain input from consumers on their interests, including impacts on consumer choice for all issues proposed for collective bargaining.

The Home Care Quality Authority Board—Employer Sub-committee is seeking input from consumer-employers and advocacy groups that represent people with disabilities and the aged. This Committee will meet at various times throughout the year during the collective bargaining process. If you are an employer and would like to directly participate or provide input, please contact us at 1-866-580-4272.

**Find out more about Collective Bargaining and Consumer Rights at:
www.hcqa.wa.gov and click on "Collective Bargaining"**

Consumer Input Offered for Collective Bargaining

On Monday, May 15th employers and members of consumer advocacy groups from across Washington state met with HCQA and representatives from the Office of Financial Management—Labor Relations Division on issues important to consumers and consumer choice.

Highlights of the current bargaining process were shared and consumers offered comment. The process is many faceted and is still in early stages of bargaining.

Consumers provided many good comments for the HCQA and state negotiating representatives. The HCQA Employer Subcommittee will meet again in June for more information call 1-866-580-4272.



HCQA Focus: Referral and Workforce Resource Centers

Part of the Home Care Quality Authority's focus is to assure that those in need of in-home long-term care services have access to high quality caregivers of service. Operation and expansion of the RWRCs is an important step in the achieving the HCQA's goal of independence, dignity and choice for all those in need of long-term care services. Statewide operation of RWRCs is expected to be complete by August, 2006.



*Committed to Improving the Quality of Long Term In-Home Care Services
and Encouraging Stability in the Individual Provider Workforce.*

***Referral Registry** - Matching the needs of in-home consumers with pre-qualified
individual providers using the latest in web-based technology.*

**Access the
Referral Registry
@
www.hcqa.wa.gov**

***Referral & Workforce Resource Centers** - Offering programs and services to support consumer/
employers and individual providers at local sites across the State.*

**Home Care Quality Authority
515 15th Avenue S.E.
P.O. Box 40940
Olympia, WA 98504**



Look—New Address!